



PRODUCT: Portable
SERVICE ADVISORY # 016
DATE: November 16, 1984

Subject Operation at other than 115 VAC, 60 HZ

The COMPAQ Dealer Support Center receives frequent requests for information about operation of the COMPAQ Portable Computer at line frequencies and voltages other than 60 Hz and the nominal 115 VAC found domestically.

220 VAC Operation

The present configuration of the COMPAQ^R ~~cannot~~ be directly operated at 220 VAC without causing significant damage to the system.

If 220 VAC operation is mandatory, the only acceptable mechanism to accomplish this is a 220 VAC to 110 VAC voltage converter. However, the converter **must** be capable of providing up to 2 amps at 110 VAC. Use of a converter not capable of providing 2 amps can result in damage to the converter and possibly to the COMPAQ Portable Computer. These voltage converters must be transformer type. The smaller SCR type converter, used for small appliances, is not suitable for use with computer applications. Use of an SCR type voltage converter will result in major damage to the power supply. The transformer type voltage converter is available through most major electronics component suppliers.

50 HZ Operation

The COMPAQ Portable Computer is capable of operating at either 50 or 60 Hz as long as the line voltage limits are observed.

Dealer Action Required

Provide this information to all of your store personnel, sales and service. If further clarification is required, please contact the COMPAQ Dealer Support Center at:

1-800-231-9977 (Authorized Dealers Outside of Texas)

1-800-392-4811 (Authorized Texas Dealers)

Telex: 795437

A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 84117898630

A/B: COMPAQ TTX D (European Headquarters)

CC: Store Manager